

OUTLOOK 2000

Intermediate - Part 1

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Message formats

E-mail messages can be sent in three different formats. At the Institute the default message format will have been set to **Plain Text**. This means that every time you call up a new message it will be in **Plain Text** format. You may select any other format for that new message or change the default setting to another format.

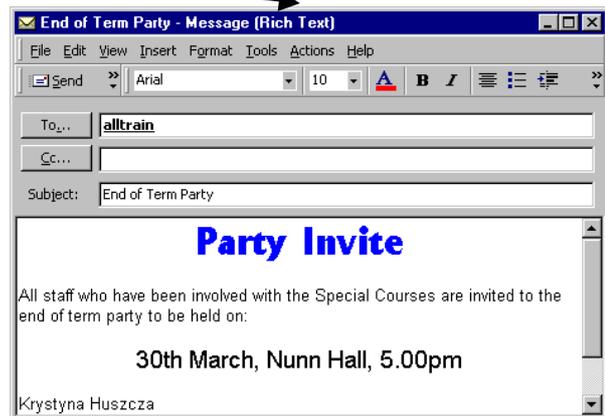
PLAIN TEXT Messages in this format do not include formatting. You may decide to always use this format in case your recipients are using software which can only read messages in plain text. All messages written and read in Simeon are in this format.

RICH TEXT This format allows you to add formatting to your text, such as character formatting, bullets and alignment. If you select this format for your message the formatting toolbar in the message window will be activated. If you send a message in this format to anyone at the Institute who has been upgraded to Outlook 2000 when they open the message it will automatically open in Rich Text format and any character formatting will be seen.

Message format information
(Rich Text)

NOTE

If you send a message in this format to anyone still using Simeon they will only be able to see the message in plain text format i.e. all text is aligned left, no change in font size or colour, asterix in place of bullets.



HTML This format can include all the formatting as for Rich Text and in addition can include horizontal lines, backgrounds, HTML styles and Web pages. Do not use this format unless you are certain that the recipient is able to read messages in this format as the appearance of the text in HTML format messages when viewed with software without HTML capabilities can be unpredictable.

Selecting a Different Format for an Individual Message

Once you select a new message window you can change the format from the default format to another format:

1. Click **Format** on the message window menu bar
2. Click on the format you require

TIP:

If you don't see the format you require you will first need to change the message format to Plain Text and then try again when you should see the format you require. i.e. if you are in Rich Text format you will not see HTML on the menu until you have converted the message to Plain Text format.

Changing the Default Message Format

Once most members of staff at the Institute have been upgraded to Outlook 2000 you may wish to change the default format to **Rich Text**. This is useful if you frequently wish to use the formatting tools such as bold, font size, text colour, bullets and alignment when writing your messages.

1. Select **Options** from the **Tools** menu on the Outlook window
2. Click on the **Mail Format** tab
3. From the **Send in this message format** options select **Rich Text** and then click **OK**.

Now all your new messages will be written in **Rich Text** format.

Formatting Text

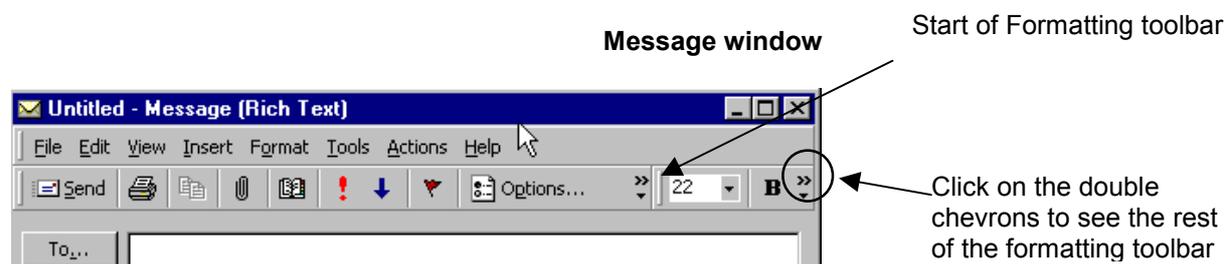
Message text can only be formatted if you are in **Rich Text** or **HTML** format. Once you enter details into the To: Cc: and Subject fields and click inside the main message area the formatting toolbar buttons become active (turn black from grey). You are now able to select text and format it in the same way you would format text in Microsoft Word or any other word processing package.

TIP:

If the formatting toolbar buttons are still greyed out when you click in the main message area you are most probably still in Plain Text format.

Changing the Position of the Formatting Toolbar

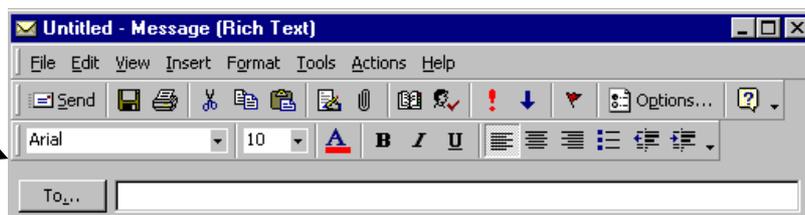
The first time you start using Outlook you may find that the formatting toolbar permanently lies to the right of the standard toolbar and therefore, most of the buttons on the toolbar are off the screen. To access the rest of the toolbar buttons you will need to click the double chevrons. If you rarely format your message text you may wish to leave this setting as it.



If you wish to have the full formatting toolbar permanently positioned on a separate row:

1. Select **Customise** from the **Tools** menu on the message window
2. Click on the **Options** tab
3. Take the tick off the option **Standard and Formatting toolbars share one row**

Formatting Toolbar
on separate row



Formatting in Different Message Formats

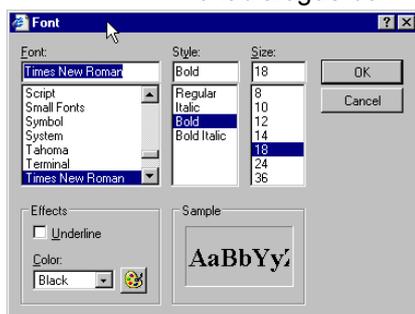
In Rich Text and HTML formats you can go to the

- Format menu and call up the Font dialogue box
- Format menu and call up the Paragraph dialogue box

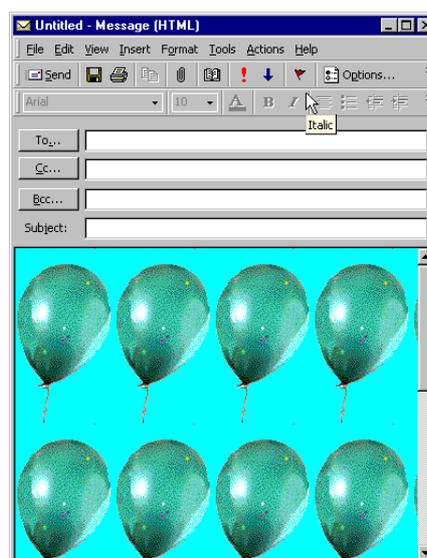
In HTML format you can go to the

- Format menu, select Background, and then select a colour for the background
- Format menu, select Background, and then a picture to put in the background from a small selection of pictures
- Insert menu and select a Horizontal line, Picture or Hyperlink

Font dialogue box



Background colour and picture in HTML format



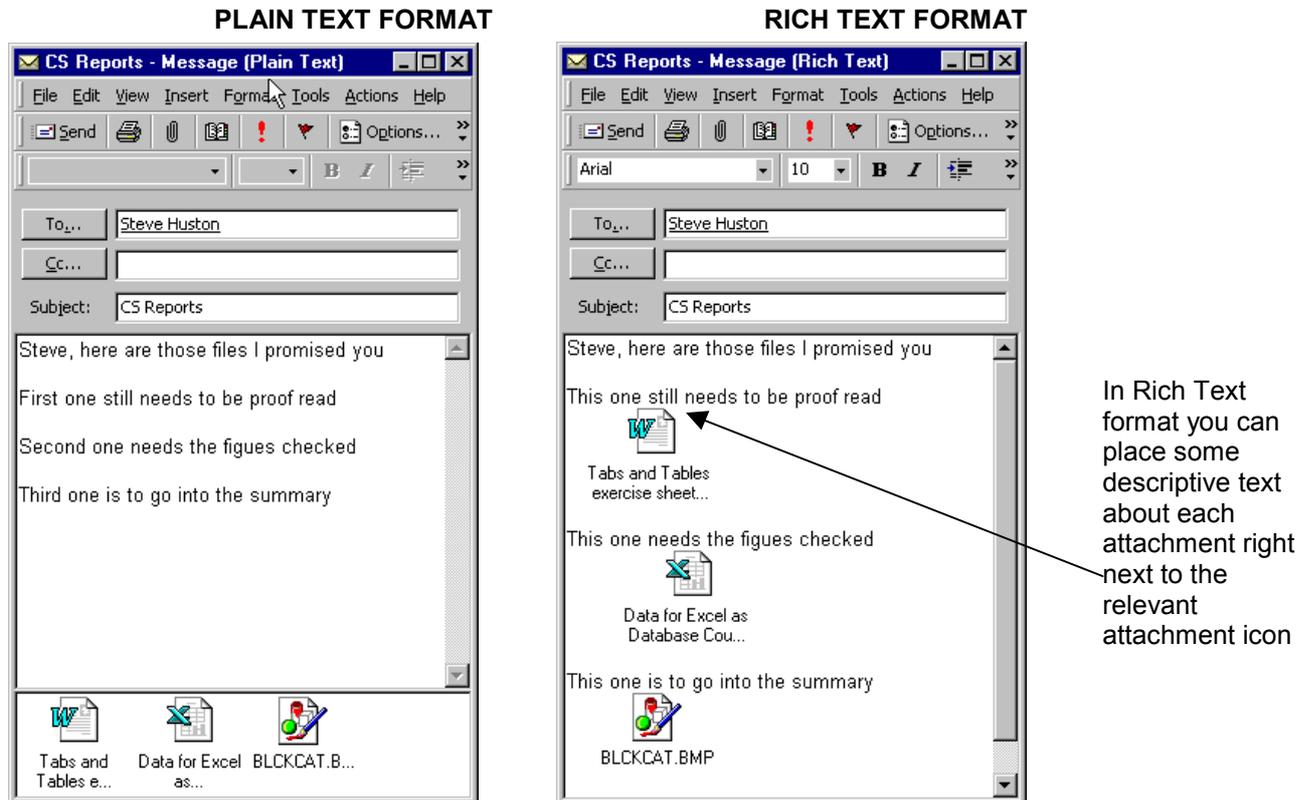
NOTE

If you send a message with formatted text to a Simeon user all the formatting will be lost as Simeon is only able to view messages in **Plain Text** format. The Simeon recipients will be able to see all the text but any formatting changes such as in font size, colour, alignment, underlining will not be seen.

Attachments in Rich Text Format

When you attach files to messages in **Rich Text** format the icons for the attachments are placed in the main text area of the message where the cursor was positioned instead of being placed in an extra section added to the bottom of the message window (as with messages in Plain Text format or those created using Simeon).

Compare the position of the icons in the two message formats below:



Mailing File Shortcuts

Instead of e-mailing a file as an attachment you may wish to send a shortcut to the file instead. This will only work if you and your recipients have access to a shared folder or drive. At the Institute some staff do have shared drives and everyone has at least Read Only Access to the O: drive.

Note:

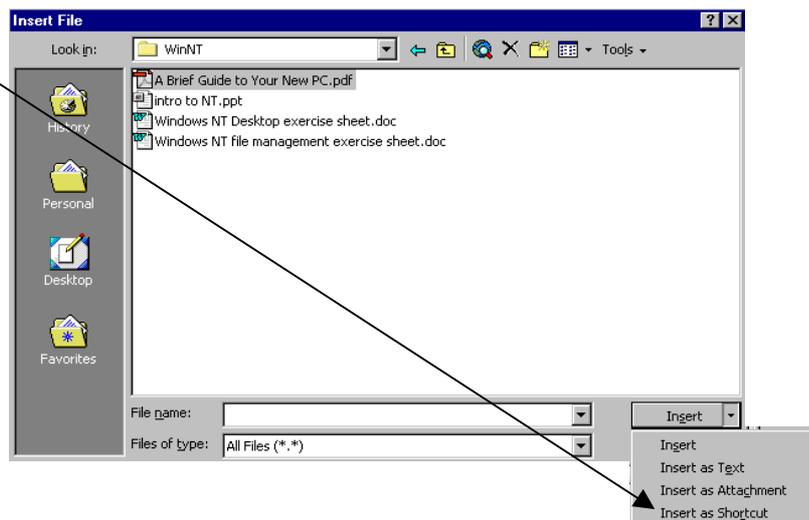
You can only send shortcuts in **Rich Text** Format

TO SEND A SHORTCUT

1. Open a new message window and make sure you it is in **Rich Text** format
2. Follow the procedure on how to attach a file to a message and stop once you have highlighted the file you require

3. Select **Insert as Shortcut** from down arrow by the **Insert** button

4. You will be taken back to the message window. Check that the icon inserted into your message has a shortcut symbol.



5. Click the **Send** button

RECEIVING MESSAGES WITH SHORTCUTS

If you receive a message containing a shortcut to another file double click on the shortcut icon to open the file. Remember that you are not opening a copy of the file but the actual file located on the shared network folder or drive. If you are unable to open the file in this way you may need to check if you have been granted access to the network folder or drive.

Using Stationery with HTML format messages

Stationery is only available if you use HTML as your default message format. Stationery contains background colour and images and can make your message look like a web page. If you wish to use stationery you must set it as your default message format and so every new message will have that background.

To Select Stationery and Apply it to the Default Message Format

1. Select **Options** from the **Tools** menu on the Outlook menu bar
2. Click on the **Mail Format** tab
3. By the option **Send in this message format** select **HTML** from the drop down menu and then click **OK**.
4. Under Stationery and Fonts section select a stationery name in the **Use This Stationery by Default** list box.
If you are not familiar with the stationery designs and wish to preview them click on the **Stationery Picker** button and preview the different designs.
5. When you have selected one you like, click **OK**. It now becomes your default message format.

Now whenever you create a new message the stationery will be present.

To Send a Message Without Stationery

If you want to send a message without the stationery either open a new message window and select a different format for that message, or change the default format back to the previous format, e.g. rich text format

NOTE:

Not all e-mail programs can read HTML formatting. If you are sending HTML format messages to Simeon users the results can be quite unpredictable.

Using Word as your e-mail editor

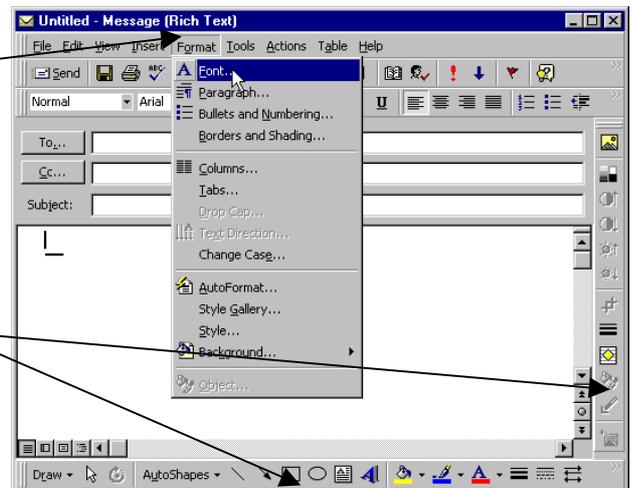
If you wish to take advantage of all the formatting features of Word, such as borders and shading, tables, AutoText and the automatic spell check as you type you can opt to use Word as the editor for your messages.

To Edit the Default Message Format so you can use Word for Editing

1. Select **Options** from **Tools** menu on Outlook window.
2. Click the **Mail Format** tab
3. Tick the checkbox for the option **Use Microsoft Word to edit e-mail messages** (will only be possible if you have selected Plain Text or RTF format)

Now whenever you create a new message you will see

- a **Format** menu which includes all the commands that you expect to see when using the Format menu with Word
- various toolbars from Word placed on the edges of the message window,



NOTE:

If you are working with HTML format as your default you will not be able to use Word as your e-mail editor unless you have Word 2000.

NOTE:

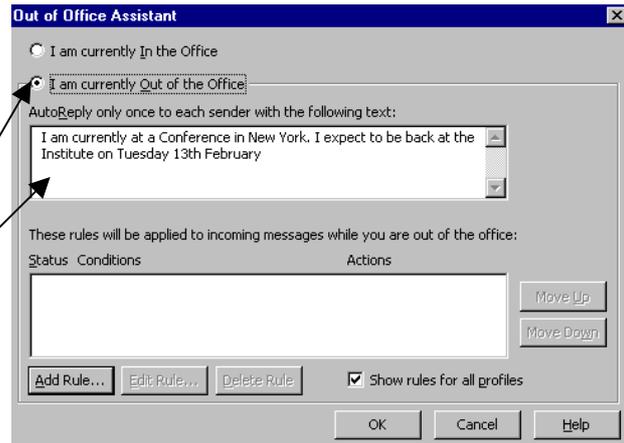
When working with Word as your editor any messages you reply to or forward will be in the include and indent original message text format. You will not be able to send any messages with the prefix each line of the original message text format even if this option is selected from the settings.

Out of Office Assistant

If you are going on holiday or know you will not be able to read your e-mails for the next few days you can set up Outlook to send an automatic response to all incoming mail by using the Out of Office Assistant. The response will be a message containing text of your choice. In addition to an automatic response you can also set up rules so messages arriving matching certain criteria (e.g. from a certain person), can have an action automatically performed on it, (e.g. forwarded on to someone else or deleted).

To Set Up an Automatic Response:

1. Make sure you are in any one of the e-mail folders and select **Out of Office Assistant** from the **Tools** menu on the outlook window
2. Click to select the option **I am currently out of the Office**
3. Enter the text you wish to be sent out in the response
4. Click **OK**



NOTE:

The automatic response will only be sent out once. This means that anyone sending you many messages whilst you are away will only receive one automatic response instead of one every time they send you a message. This is very helpful for users who may have you listed on many of their distribution lists.

NOTE:

When you next open Outlook you will be asked if you wish to switch off the Out-of-Office Assistant.

Setting Rules for Incoming Messages when Out of Office is Activated

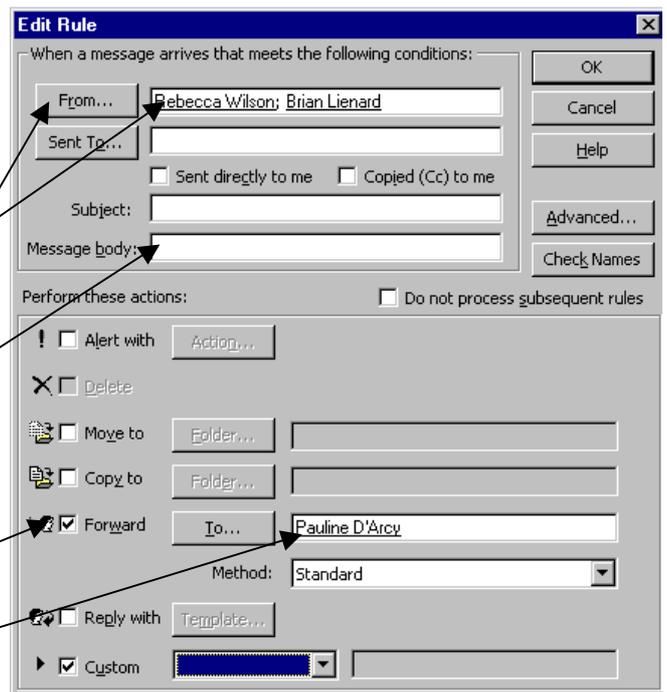
1. Select **Out of Office Assistant** from the **Tools** menu on the outlook window to bring up the Out Of Office Assistant dialogue box
2. Click on the **Add Rule** button found in the bottom left hand corner of the dialogue box and the following Edit Rule dialogue box should appear
3. Specify the criteria for messages you wish to assign actions for

eg. if you wish to select messages from certain people type their e-mail addresses in the From field or click on the **From** button and select from the address books

eg. if you wish to select messages which contains particular words type them in the message body field.

4. Select an action from the bottom half of the dialogue box,

eg. click in the forward check box and then type in the e-mail address you wish the specified messages to be forwarded to (or select a name from the global address book or contacts folder by clicking on the **To** button.



5. Click **OK**

Signatures

Signatures are endings to your messages which include information such as name, post, address, telephone numbers, etc. In Outlook it is possible to create several signatures and choose the appropriate one for each message you send. You can also specify one of the signatures to be the default signature.

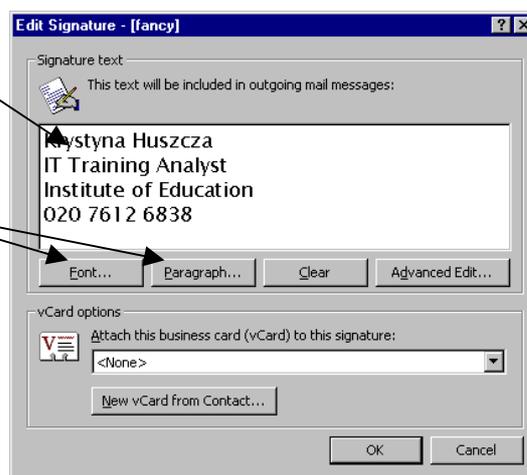
To Create a Signature

1. Select **Options** from the **Tools** menu on the Outlook window
2. Click the **Mail Format** tab
3. Click on the **Signature Picker** button found at the bottom of the Options dialogue box
4. From the Signature Picker dialogue box which appears click the **New** button
5. The Create New Signature dialog box appears. Type a name for the signature so you can identify it later (e.g. ioe formal, short, full) and then click **Next**
6. The Edit Signature dialogue box appears. Type the signature in the space provided

TIP

If you wish to format any of the text select the text, click the **Font** or the **Paragraph** button and select the formatting you require

7. Click OK



To Set One Signature as the Default

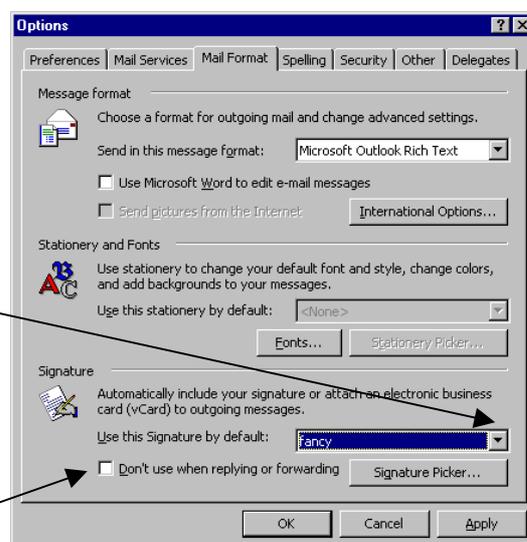
1. Select **Options** from the **Tools** menu
2. Select the **Mail Format** tab
3. Under the signatures section click on the down arrow and select the signature you wish to set as the default from the drop down list which appears

NOTE

You have the option to make *None* the default

TIP

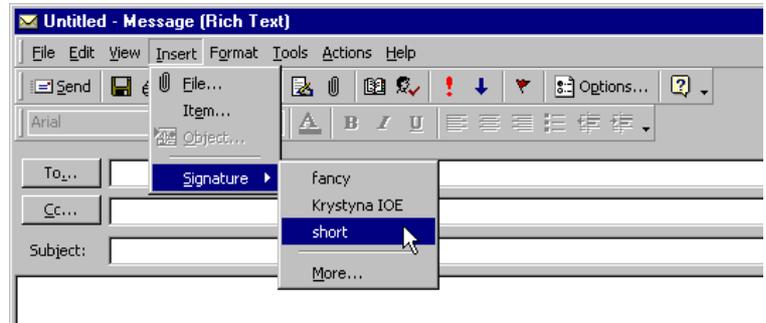
Clear this check box if you wish the signature to be included in all your replies and forwards



To Insert a Specific Signature into a Message

You may have many different signatures created and frequently need to select different ones for different messages. It may be easier if you select the default signature to be None (see above section) and select whichever signature you need for each individual message

1. Select **Signature** from the **Insert** menu on the new message window
2. Select the signature you require from the list which appears



Editing or Deleting a Signature

1. Select **Options** from the **Tools** menu
2. Click the **Mail Format** tab
3. Click on the **Signature Picker** button found at the bottom of the Options dialogue box
4. The Signature Picker dialogue box will appear. Click once on the signature you wish to edit or delete and then
 - click the **Edit** button if you wish to edit the signature
 - click the **Delete** button if you wish to delete the signature

Choosing a Format for Replies and Forwards

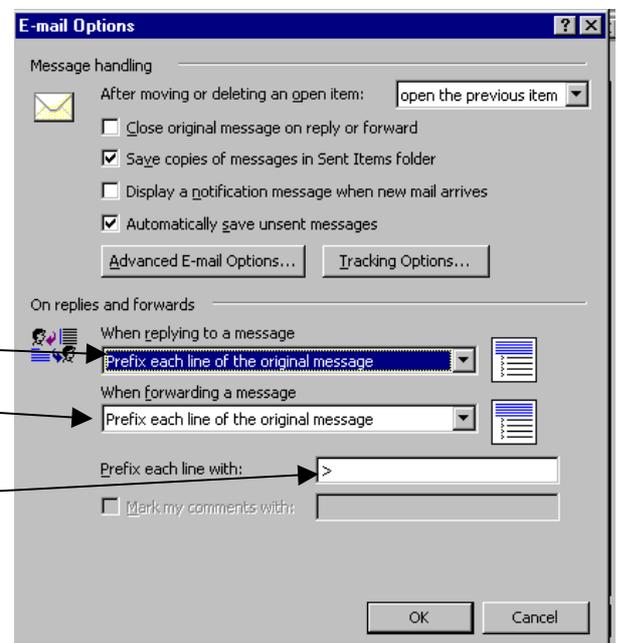
As with Simeon, when you reply/forward Outlook is able to mark the original text in some way in order to differentiate it from the new lines text you are typing. Simeon uses the method of prefixing each line of original text with a > symbol, but in Outlook there are several formats to choose from to mark the original text.

1. Select **Options** from the **Tools** menu on the Outlook window
2. Click the **Preferences** tab
3. Click the **E-Mail Options** button and the E-mail Options dialogue box appears
4. Select the choices you require

Forward format choices

Reply format choices

Type own prefix symbol



SUMMARY OF FORMAT CHOICES

Prefix Each Line of the Original Message Text

This is the classic way of differentiating between the original text and the new text and the best method to use if you are mostly receiving messages in Plain Text. The default symbol used as the prefix is > but you may type whatever symbol you wish.

Include Original Message Text

This is a good choice if you are frequently replying to messages which you have received in Rich Text or HTML format as the text you type will appear in blue. But this is not a good choice if you are frequently replying to messages sent to you in Plain Text format as there will be no distinction between the original and new text.

Attach Original Message

The original text will be sent in the form of an attachment and will be removed from the reply or forward message window.

Include And Indent Original Message Text

This will indent the entire original message one inch to the right and enter your new text aligned to the far left. This method has been noted for its unreliability as sometimes it works and other times it does not.

Messages Incorrectly Addressed

Messages which you incorrectly address will be returned to your Inbox.

icon will contain a red backwards arrow

	From	Subject
	Martin Udo	Next Week lunch
	Martin Udo	Room Bookings
	System Administrat...	Undeliverable: booking on 3 July

The text **System Administrator** will be shown in the From field

The text **Undeliverable** will be shown in the Subject field

To Resend this Message

1. Double click on the message line to open the message
2. You will be notified in the message to text as to which intended recipients did not receive your message
3. Click on the **Send Again** button on the message toolbar.
4. Correct the e-mail addresses in the To and Cc fields and then click the **Send** button

Send Again...

From: System Administrator Sent: ...

To: Krystyna Huszcza

Subject: Undeliverable: lkj

Your message did not reach some or all of the intended recipients.

Subject: lkj
Sent: 04/04/2001 11:53

The following recipient(s) could not be reached:

'r.willson@ioe.ac.uk' on 04/04/2001 11:53
The recipient name is not recognized
The MTS-ID of the original message is: c=GB;a= ;p=IofE;l=STA01-01040410 MSEXCH:IMS:IofE:Staff:STA01 3550 (000B099C) 550 <r.willson@ioe.ac.uk>..